



INQUILINOS BORICUAS EN ACCIÓN

POSITION: RESIDENT SERVICES COORDINATOR (Full-Time)

RESUME & COVER LETTER WILL BE ACCEPTED UNTIL THE POSITION IS FILLED

ORGANIZATION DESCRIPTION: Established in 1968, IBA - Inquilinos Boricuas en Acción empowers individuals through education, workforce development and arts programs and creates vibrant affordable housing communities.

JOB SUMMARY: The Resident Service Coordinator (RSC) is responsible to enhance the ability of residents to uphold their lease obligations, such as paying rent on time, taking proper care of the unit, and insuring quiet enjoyment of the property for all residents and surrounding neighbors. S/he will be responsible to promote programs and efforts that enhance a resident's quality of life and help build healthy communities. Ensures the provision of program support and/or intervention for individuals and families through the coordination of community resources. Reports to Director of Resident Services

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Serves as Liaison between residents and Property Management team; participates in Property Management meetings, as needed.
- Assesses the needs of residents at intake and prepare action plan for information, referral and follow-up.
- Assists in providing a comprehensive service plan for residents of Villa Victoria, working with Property Management staff, using data from needs assessment.
- Meets monthly or as needed with property management team and report on progress with residents who have been referred.
- Meets with new residents, typically within the first month of move-in for orientation to programs, services and to the neighborhood.
- Develops programs, services and activities, which enable and empower residents to live successfully in a cooperative community environment.
- Works in collaboration with the HR Manager to recruit, train, coordinate and supervise of all volunteers, interns and services provided for the residents.
- Provides advocacy, translation and interpreting services to residents, as needed.
- Provides case management to residents.
- Works in collaboration with IBA programs and other community providers, for coordination and continuity of services in identifying needs of families, youth and elders and makes appropriate referrals.



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- Maintains a consortium of providers that can bring services to Villa Victoria
- Plans and coordinates resident training activities, educational, health services and resident trips, entertainment and recreational participation.
- In collaboration with Marketing Manager, prepares informational newsletter and calendar to inform residents of on-going and special in-house activities as well as to encourage their participation.
- Maintains personal, emergency and health referral information for each resident including meeting annually with residents to update such files.

OTHER DUTIES:

- Participates fully in the organization annual Agency events, Three Kings Day, Membership Drive, Board Election, Festival Betances, and other events related to the community.
- Carries out ad hoc duties as needed to ensure IBA maintains its effectiveness.

QUALIFICATIONS

- Bachelor's Degree required in Social Work, Psychology, Gerontology, Counselling, Master's Degree preferred.
- Experience working with low-income individuals and diverse communities
- Bilingual in Spanish/English.
- Knowledgeable of local, state and federal resources and agencies servicing children, youth, families, and elders.
- Highly positive and enthusiastic style-capable of motivating others.
- Skills and energies build a team and lead effective staff development and training.
- Excellent verbal and written communication skills.
- Computer literate-knowledge of Microsoft Publisher, Excel & Google Docs preferred.
- Unparalleled sense of humor and great people skills.
- Customer Services Oriented.

HOW TO APPLY: Send your cover letter and resume to jobs@iba-etc.org or:

IBA - Inquilinos Boricuas en Acción / Job Postings

405 Shawmut Ave., Boston, MA 02118